

Chief Information Officer

## **E-COMMERCE APPLICATIONS**

### **DEVELOPMENT**

*Quality Assurance*

### **Team Roster**

**Mike Rockis – Program Manager**

**(Vacancy 01)**

**(Vacancy 02)**

**Bob Padgett – GSA/FEDSIM Contract Manager**

**Dan Callahan – IV&V Coordinator**

**Francis Tang – PIR/Testing Coordinator**

**Michelle Washington – Program Analyst**

### **Performance Score**

#### Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

#### Team Results

		FY 2001	Q2- 2001	Q4- 2001	Q2- 2002	Q4- 2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI (FSA Data)</b>	<b>72.9</b>	<b>74.2</b>			
	<b>Other survey: QA/IV&amp;V Surveys *</b>	<b>4.40</b>	<b>TBD</b>	<b>4.40</b>	<b>4.31</b>	
<b>EMPLOYEE SATISFACTION (E-CAD)</b>		<b>3.26</b>	<b>3.79</b>			
<b>UNIT COST E-CAD</b>	<b>Your Contribution</b>		<b>.10</b>		<b>.08</b>	
	<b>Other</b>					

\* QA/IV&V Customer surveys employ a performance rating scale using numeric values from 1 to 5: 1 = Performance does not meet any expectations  
5 = Performance exceeds many expectations

### **Contributions**

Quality Assurance Program provides independent assessments of project development processes and enables risk management for senior leaders. All activities support FSA's compliance with Clinger-Cohen and adherence to the Solution Life Cycle. *Meets the*

*President's Management Agenda #4.4, #4.6, the MIT Blueprint #17, #35, #40, #44, #45, #62, and #109 and ED Strategic Plan Objective 6.3.1, 6.4.1, 6.4.2.*

## **Contributions (continued)**

<b>Contribution</b>	<b>Status</b>	<b>Target Date</b>	<b>Actual Date</b>	<b>CS</b>	<b>ES</b>	<b>UC</b>	<b>PI</b>
Update and Implement the Production Readiness Review (PRR), Process Guide. Continue version control and change management based on customer and operating partner feedback.	In Process Version 2, Release 2 Version 2, Release 3 Version 3, Release 1	FY 2002 07/15/02 10/15/02 01/15/03	07/12/02		X	X	X
Establish Post Implementation Review (PIR) Standards and Procedures, as required by Clinger-Cohen and Department of Education Strategic Goals #6 "Management Excellence".	In Process	12/20/02			X	X	X
Conduct pilot Post Implementation Reviews on two projects. Provide lessons learned to IRB and apply process improvement to PIR procedures and documentation .	In Process	09/30/02			X	X	X
Conduct IV&V support activities on at least three critical modernization efforts. IV&V will enhance risk management, schedule and budget compliance. Selected projects include: ez-Audits, NSLDS Re-engineering, Enterprise Portal – Release 2.	In Process 1. ez-Audits 2. NSLDS Re-engineering 3. Enterprise Portal, R-2	1. 04/29/03 2. 09/30/03 3. 09/30/02			X	X	X
Update and Implement the Quality Assurance Team, IV&V Standards and Procedures. (QA Handbook, Version 2.0 with CD media.) Providing repeatable processes, compliance with Solution Life Cycle and increased cost avoidance.	Complete (March 04, 2002)	03/29/02 (Ver. 2)	03/04/02		X	X	X

- CS – Customer Satisfaction (FSA Customers)
- ES – Employee Satisfaction
- UC – Unit Cost
- P I – Program Integrity (Support actions need for removal of FSA from GAO's High Risk List)

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